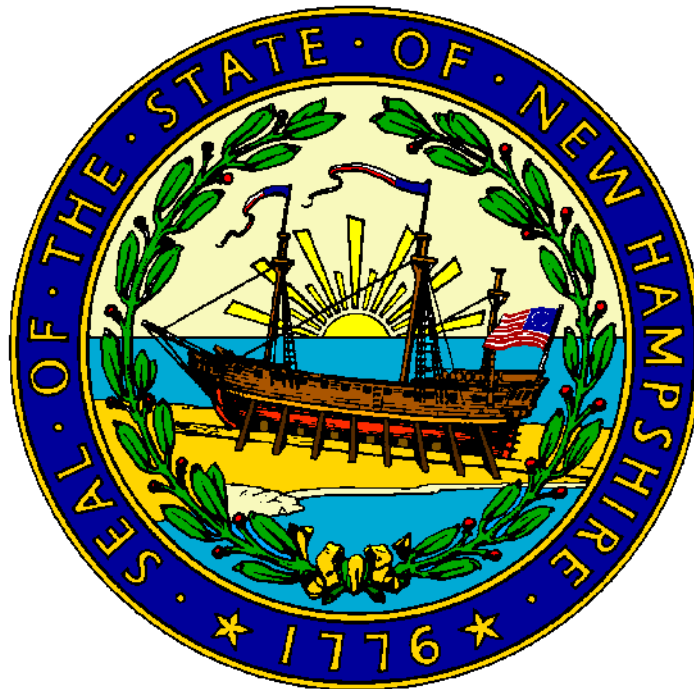


ERP Requirements and Acquisition Project

Business Needs and Process Report



October 1, 2003

Prepared by MAXIMUS, Inc.